



**State of Alaska
Department of Labor and Workforce Development
Division of Labor Standards and Safety**

AKOSH Program Directive 07-04

Date: August 23, 2006

To: Distribution List

From: Grey R. Mitchell, Director

Subject: **Directive CPL 02-00-140 Complaint Policies and Procedures**

This Program Directive, PD 07-04, is formal notice that the Alaska Department of Labor & Workforce Development, Division of Labor Standards and Safety recognizes and will implement OSHA Directive CPL 02-00-140 with some exceptions and clarifications.

Authority: AS 18.60.020, AS18.60.030 and AS 18.60.075

Regulations: 8 AAC 61.1010

References: PD 05-12 (IPC 01-00-00) OSHA E-Correspondence Policies & Procedures
PD 04-07 effective 5/5/2004 IMIS Enforcement Data Processing (EDPM) Manual Chapters 1-7
PD 03-09 effective 9/25/2003 Field Inspection Enforcement Manual (FIRM)
PD 05-09 effective 3/31/05 Enforcement Exemptions under the Appropriations Act
PD 01-09 effective 3/27/2001 STP 01-00-002 (2.22A) Cancels PD 94.2 and implements Ch. 5-11 of OSHA State Plan P & P Manual
PD 02-03 effective 8/1/2001 Implements changes to Executive Order 12196 and 29 CFR 1960

Cancellations: PD 96-24-1, 7/1/1996 CPL 2.115
PD 99-08, Child Labor Memorandum of 07/13/1999

Effective Date: This CPL was issued June 23, 2006 and becomes effective in Alaska immediately.

Summary: This directive provides guidance for handling complaints relating to workplace safety and health conditions. *Section VII* defines what constitutes a complaint, formal complaint or a referral and *Section VIII* outlines the conditions which must be met to warrant an on-site inspection. *Section IX* describes the protocol for dealing with electronic complaints received from OSHA or through the AKOSH public website and provides coding to track these complaints. Procedures for handling electronic correspondence, including complaints, have been addressed in **PD 05-12**. Procedures for receiving information via telephone, as well as for handling complaints filed in multiple area offices are addressed.

Clarifications: For the purpose of all OSHA Program Directive(s) adopted by AKOSH, the following terms are defined:

Where U. S. Department of Labor, Occupational Safety & Health Administration (OSHA) refers to the following positions or locations; in Alaska their equivalent will be:

Area Director = Chief of Alaska Occupational Safety and Health (AKOSH) [Program Manager] Enforcement section

Area Office = Labor Standards & Safety Division, AKOSH offices located at 3301 Eagle Street, Suite 305, Anchorage, Alaska

OSHA = Alaska Occupational Safety and Health (AKOSH) Enforcement/Compliance and Consultation & Training sections, located at 3301 Eagle Street, Suite 305, Anchorage, Alaska

Regional Offices = Alaska Department of Labor & Workforce Development, Labor Standards & Safety, Director's Office, 1111 W. Eighth St., Suite 304, Juneau, Alaska

National Office = Alaska Department of Labor & Workforce Development Office of the Commissioner, 1111 W. Eighth St. Suite 301, P. O. Box 111149, Juneau, AK 99811-1149.

Exceptions:

Section VIII – Criteria Warranting an Inspection,

Item 4 refers to a Site Specific Targeting Program (SST). Alaska does not follow the SST, but has implemented its own program, High Hazard Targeting Program under PD 03-01, 9/26/2002 which has been approved through the 5-year plan.

Item 6 refers to an Enhance Enforcement Program which is not a program implemented by Alaska.

Please ensure that all members of your staff receive a copy of this program directive.

AKOSH website link: <http://labor.state.ak.us/lss/forms/directives-index.pdf>

Attachment: [CPL 02-00-140](#)

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